SmartBox User Guide

For use with:

Technika SmartBox 8320HD

FetchTV SmartBox 8000

FetchTV SmartBox 7000

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1. WELCOME

Thank you for choosing FetchTV. This User Guide provides you with easy to understand instructions on how to use FetchTV, your SmartBox and your SmartBox remote control. FetchTV puts you in control of what you watch and when you watch it. Your SmartBox is simple to install, easy to use and packed with great features to help you get the most out of your TV entertainment.

FetchTV uses the latest technology, but you do not need to be technical to use it. It combines the best of free digital TV and personal video recording, with on demand content delivered over broadband, and it is also capable of playing high definition content.

Follow the instructions below and in minutes you will be able to access all of the great services from FetchTV. Should you have any difficulty with the installation, just call 08450 347 348 for our customer support service, or use our helpdesk ticketing system at www.fetchTV.net/helpdesk, email support@fetchtv.co.uk, or take a look at our comprehensive FAQ site, which is constantly updated and includes a search facility as well as a way to post new questions. You can find it at www.fetchTV.net/FAQs

2. IMPORTANT TV CARE INFORMATION

Do not allow a still image to be displayed on your TV screen for an extended period of time. This can cause a permanent residual image ('burn-in') remaining on your screen.

The SmartBox has a screen saver that automatically cuts in after 10 mins on the EPG and FetchTV service to help protect your screen. You can disable this feature in the audio video menu, or change the default time.
Plasma and Rear Projection televisions are at a higher risk of burn-in. These televisions are more prone to burn-in during the first 200 hours of use. LCD screens can also suffer from image persistence.
Always consult your television manufacturer's manual for proper operating instructions.

Examples of still images include:
Channel logos and certain channel formats;
Images displayed in a 4:3, 14:9 and 16:9 mode that are different to your TV set up;
On-screen information (e.g. Tickers and Active features) that are part of programmes;
Electronic Programme Guides;
Games and voting features;
Audio channels.

3. FOR YOUR SAFETY

Your safety is important to us, please read carefully:

The SmartBox has been manufactured to meet international safety standards. To obtain the best results and operate the SmartBox safely it is important that you read the safety instructions below.

Do's and Don'ts

DO
Always install the SmartBox on a firm and flat surface.
Allow a minimum of 5 cm around each side of the SmartBox for cooling.
Keep the SmartBox away from domestic heating equipment, direct sunlight or humidity.
Always disconnect the SmartBox from the power supply before cleaning it.
You can use an external surge protection device to protect the SmartBox from thunderstorms.

DO NOT
Do not try to open the SmartBox, as this will invalidate your warranty.
Do not expose the SmartBox to dripping or splashing & no objects filled with liquids, such as vases, should be placed close to it.
Do not place naked flame sources, such as lit candles near the SmartBox.
Do not insert foreign objects in openings and connectors of the SmartBox.

Always use the power supply that was provided with your SmartBox. If this becomes damaged or unserviceable, a replacement can be purchased from our website: www.fetchTV.co.uk.
This product is for use only in the United Kingdom.
You should never try to repair the SmartBox yourself. If you encounter any problems please follow the instructions in the troubleshooting section of the FetchTV website or call 08450 347 348.

WARANTY
The SmartBox 7000, 8000 and 8320HD have a standard 12 month manufacturer's warranty. We will extend this to 24 months for the SmartBox 7000 and SmartBox 8000 when you register your account at www.fetchTV.co.uk Please note, this is subject to terms and conditions.

4. GETTING STARTED

This guide is intended to help you get started and provide you with a basic overview of the key functions.

You have probably already checked, but before you install your SmartBox you need to be sure you are in a FREEVIEW coverage area. If you are not sure it is easy to check coverage in your area, simply text your postcode, followed by your house name or number to 80560 e.g. NW9 6NY 1 (Costs no more than a normal text). Or visit www.freeview.co.uk. If you have purchased a SmartBox 8320HD, please ensure that you are in a FREEVIEW HD reception area by texting your postcode and your house number to 80560 (e.g. NW9 6NY 1) to 80560.

4.1 SET UP YOUR FETCHTV ACCOUNT ONLINE

To unleash the potential of your SmartBox and to take advantage of all of the fantastic features including the ability to watch BBC iPlayer on your TV, you will need to set up your free FetchTV account online.

Visit www.fetchTV.co.uk and click on Activate Your SmartBox.

Follow the onscreen instructions to set up your FetchTV account.

This account gives you access to all of the catch up and on demand services on FetchTV.

You will be asked for your credit or debit card information during the registration process, this is because we need to verify that there is someone in your household who is over 18 (as the service has access to 18 rated content) and will allow you to buy movies and other content simply using your remote control.
You will only ever be charged if you choose to purchase content. There is no subscription charge for FetchTV.

Once you have your account and know you are in a Freeview coverage area, please take a moment to check that you have all of the required components. We also recommend that you review the safety information found at the end of this guide.

4.2 YOUR SMARTBOX PACKAGE SHOULD INCLUDE

SmartBox
RF/Aerial Cable
HDMI Cable
Remote control
2 x AAA Batteries
Ethernet Cable
Power Supply
SCART Cable (SmartBox 7000)
10 pin DIN to SCART Cable (SmartBox 8000 and SmartBox 8320HD)

See below for which SmartBox and remote is included in your FetchTV package.

4.2.1 SMARTBOX 8320HD

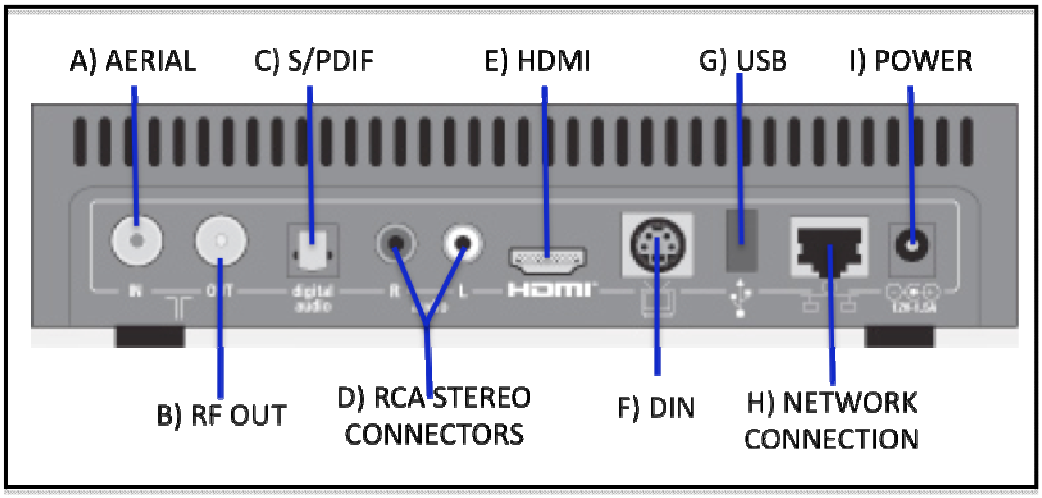
4.2.2 SMARTBOX 8000

4.2.3 SMARTBOX 7000

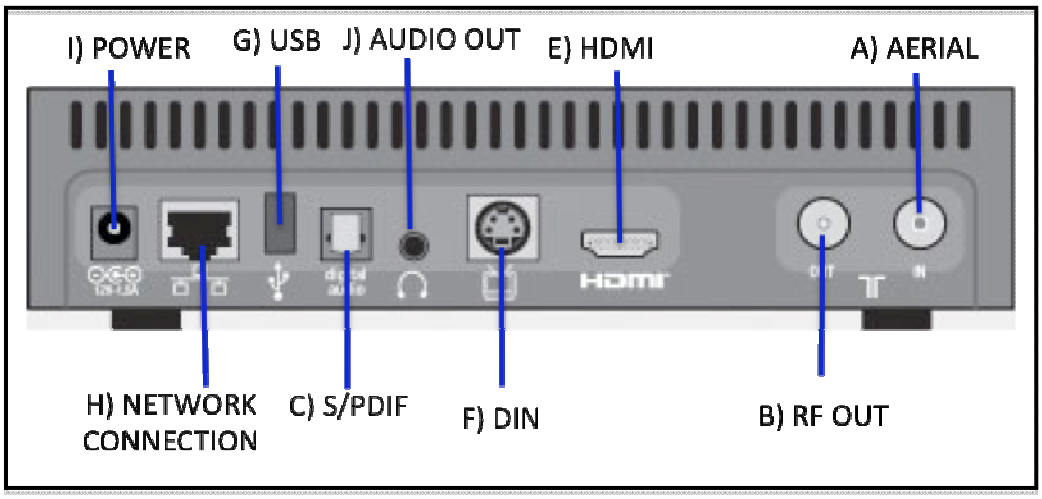
5. INSTALLATION

It's important to choose a location that is well ventilated and easily accessible. Please see our safety instructions above.

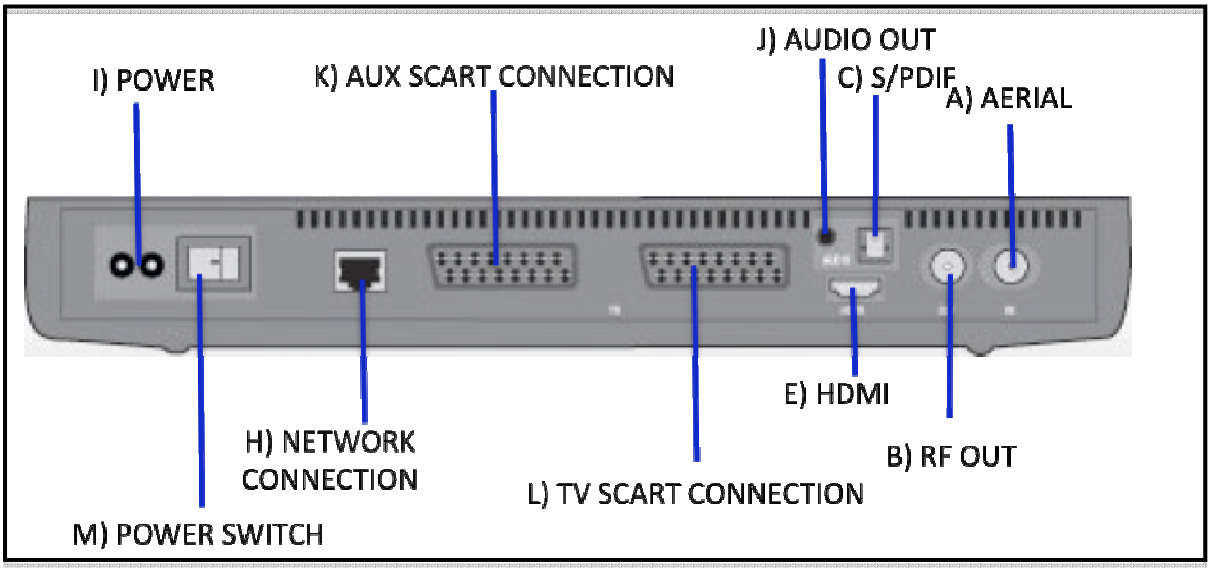
8320HD – BACK OF BOX CONNECTIONS



8000 – BACK OF BOX CONNECTIONS



7000 – BACK OF BOX CONNECTIONS



5.1 STEP ONE: GETTING A FREEVIEW TV SIGNAL

Start by connecting your incoming aerial cable to the aerial socket (A), then connect the RF/aerial cable (as supplied) from the SmartBox socket (B) to the aerial socket on your TV, so that the tuner in your TV works too.

5.2 STEP TWO: CONNECTING TO YOUR TV

To get the best picture quality from FetchTV, connect the supplied HDMI cable to the HDMI socket (E) on both your TV and your SmartBox. Should your TV not support an HDMI connection then you can connect to your TV by using the supplied SCART/DIN cable using socket (F) for the 8000 and the 8320. On the 7000 you can use a normal SCART lead to connect your TV to the TV SCART connection on the SmartBox (L). The second SCART connection (K) can be used to connect a secondary device (e.g. DVD player) for pass through to your TV.

5.3 STEP THREE: CONNECTING TO YOUR BROADBAND ROUTER

Your SmartBox must be connected to a broadband network to work properly. For the best possible download speeds we recommend connecting directly using an Ethernet cable. Alternatively, you may use powerline connectors which will extend your high-speed home network using existing household power sockets. These are available from our shop website at www.fetchTV.co.uk/shop.html or from most electrical retailers.

The SmartBox 8000 and the SmartBox 8320HD can connect to your broadband router via the Ethernet socket (H) or via the built in Wi-Fi. Should your SmartBox location be near your broadband router, use the supplied Ethernet cable. See below for details on connecting to a wireless network.

At this stage, you should ensure that your router is set to work with the FetchTV SmartBox. Most routers are set by default to dynamically assign IP addresses using DHCP. If that is how your router is set, then the SmartBox should connect automatically. Advice on how to set your router will be in the router's user manual, or on the manufacturer's website.

Note: If you use static IP addresses on your network, you can set a static IP address on the FetchTV SmartBox, by pressing MENU > PREFERENCES > NETWORK then select MANUAL and input your settings. Please note that you can't access the menu during the initial setup.

5.3.1 CONNECTING VIA ETHERNET

Connect one end of the Ethernet cable to the network connection socket on the rear of your SmartBox using socket (H), and the other end to your router or, if you are using powerline connectors, plug it into the connector in the electrical socket nearest your TV.

5.3.2 CONNECTING VIA BUILT IN WIFI

This is covered during the on-screen set-up procedure. Make sure you have your encryption key available. You may wish to plug a USB keyboard into the USB socket of your SmartBox to make this easier.

5.4 STEP FOUR: CONNECTING TO EXTERNAL AUDIO DEVICES

If your digital amplifier is equipped with HDMI input, you can connect the SmartBox via the HDMI cable, then connect the HDMI output from the digital amplifier to your TV (for video and audio pass-through). If your digital amplifier has an optical SPDIF connector, you can connect the SmartBox optical audio (C) via a TOSLINK optical cable (not supplied). To connect the SmartBox to an analogue amplifier, use an RCA stereo cable for the SmartBox 8320 HD, or plug a 3.5mm audio cable into the SmartBox 8000 or 7000 audio jack (J)

5.5 STEP FIVE: SWITCHING ON

Finally, insert the batteries into the remote control, connect the power supply to your SmartBox (I) and plug it into the wall power socket. Please note, the 7000 has an internal power supply, and has a switch on the back of the box (M), the 8000 and 8320HD have external power supplies.

5.6 STEP SIX: ON SCREEN SET UP

When you switch on your SmartBox, make sure your TV is set to the appropriate AV (HDMI/SCART) input, so that you're able to view the output from your SmartBox.
The automated set-up process will start, follow the on-screen instructions:

5.6.1 CHOOSE THE MOST SUITABLE SCREEN

The SmartBox will show you a number of HDTV modes, when you are able to clearly see the option to accept a particular mode, press OK and then BLUE.

5.6.2 CHOOSE APPROPRIATE ASPECT RATIO

Using your remote control, select the appropriate screen ratio and select OK to continue.

5.6.3 SET YOUR PARENTAL CONTROL PIN.

Parental Control PIN
Please select a 4-digit parental control PIN:
Confirm the parental PIN:
By default, no channel or programme is locked.

This is not the FetchTV Purchase Pin which you selected when setting your account up on line and will need to input every time you make a purchase. This is the Parental Control Pin which is used for locking/unlocking channels and services, restricting selected TV programme and locking/unlocking timeshift programmes.

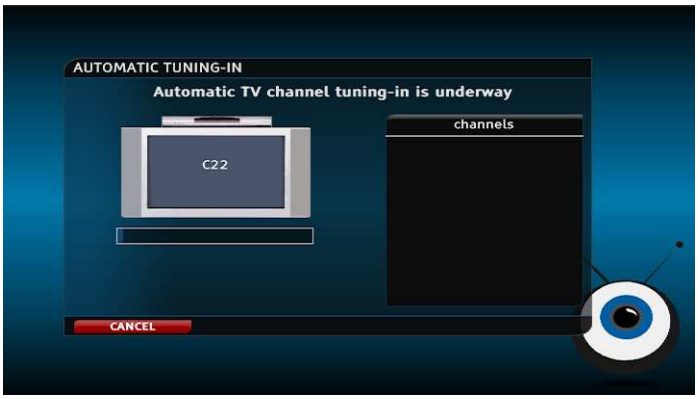
5.6.4 FREEVIEW TUNING INTRODUCTION

Once you've connected your aerial to the SmartBox as indicated, press the double arrow key to start the tuning in process where your SmartBox will search for available Freeview channels. If you have a SmartBox 8320HD, this will also include available Freeview HD channels.

Tuning in Digital TV channels
Please check that your TV aerial is plugged into the "AERIAL" input of SmartBox.
AERIAL
Press ▶▶ to start automatic tuning in.

5.6.5 START THE AUTO TUINING IN PROCEDURE

This will automatically find all the channels currently available in your region. As the automatic tuning in process progresses, channels will appear in the list on the right.



5.6.6 NETWORK CONNECTION INTRODUCTION

To get the most out of your SmartBox, we reccommend, where possible, to connect using the Ethernet connection.

FETCH TV
Configuring FetchTV services
You must connect your SmartBox to the Internet via your broadband router to gain access to FetchTV, to catch up television and to get the latest software upgrade.
wireless
ethernet
WiFi
You can connect via WiFi or via Ethernet
Press OK to continue
Have you registered with FetchTV yet? If not, go to www.fetchtv.co.uk or call 08450 347 348 for details.

5.6.7 CHOOSE WI-FI OR ETHERNET CONNECTION

Internet connection set up
Use the UP / DOWN keys to select one of the following options:
I want to use my Ethernet connection
I want to connect to my WiFi network
Press OK to continue

5.6.8 ETHERNET CONNECTION

Once your SmartBox is connected to your home network useing an ethernet cable, use the arrow keys to navigate to "I want to use my Ethernet connection" and press OK.

5.6.9 WIFI CONNECTION

To connect your SmartBox wirelessly, use the left/right arrows to scroll through the available networks and press OK when you have found your home network. Navigate the the "Key" field and input your wireless key using your remote control. You might find it easier to plug in a USB keyboard, otherwise you can input letters by tapping your remote control (eg "a" would be one tap on the number 2 key and "A" would be 5 taps on the number 2 key).

You will then be taken through to the on-screen registration for FetchTV and to activate your SmartBox for on line and on demand services.

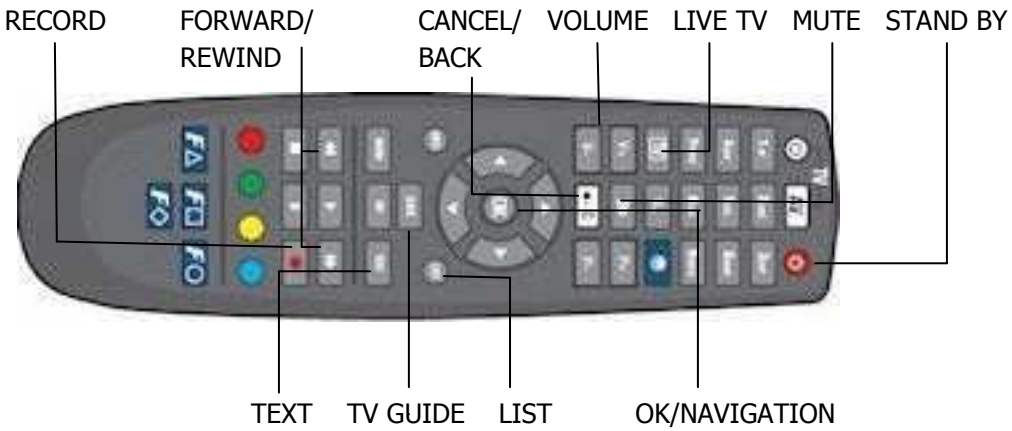
Please refer to section 6.2.2 of this guide, entitled "Registering Your Account On Your SmartBox".

6. USING YOUR SMARTBOX

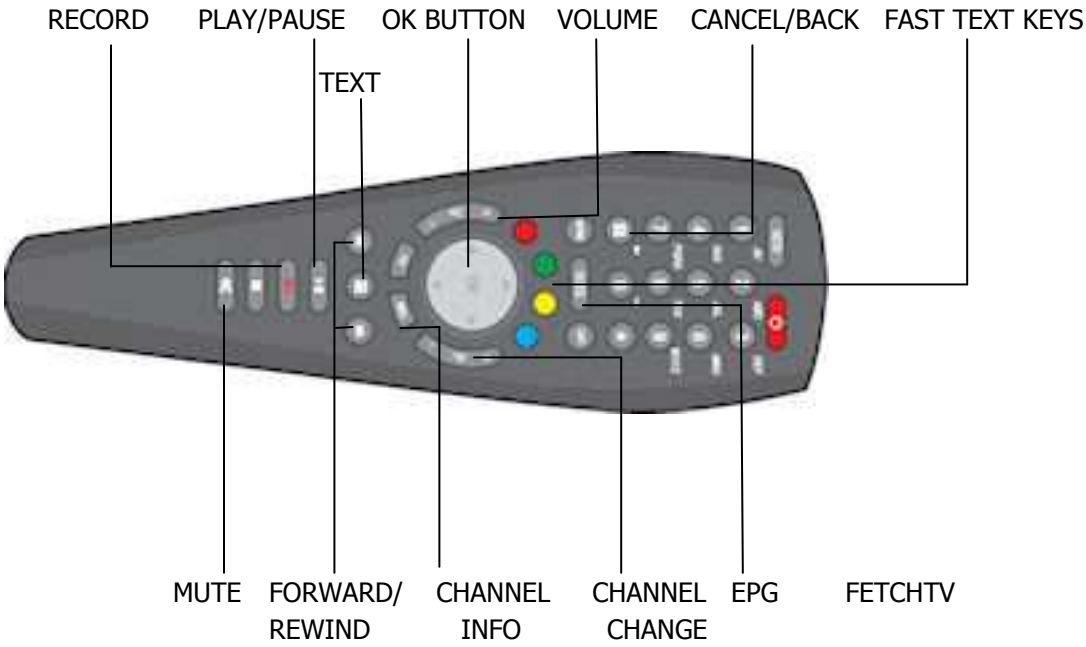
6.1 THE REMOTE CONTROL

To access the great features and services in FetchTV, you will need to familiarize yourself with the remote control, which is designed to be easy to hold.

6.1.1 UNIVERSAL REMOTE – SMARTBOX 8320HD



6.2.1 TWIST 2 REMOTE - SMARTBOX 7000 & 8000



6.2 SETTING UP THE FETCHTV SERVICE

Now that you have set up your SmartBox, you can enter the exciting world of on-demand content. Watch what you want, when you want, from your favourite armchair.

6.2.1 CREATING YOUR FETCHTV ACCOUNT

If you haven't already created an account with FetchTV, you will need to do that now.

Please see section 4.1 entitled "Set Up Your FetchTV Account Online" for instructions on how to set up your free FetchTV account.

6.2.2 REGISTERING YOUR ACCOUNT ON YOUR SMARTBOX

When you have registered on the PC, go back to your SmartBox and press the * button on your 7000 or 8000 series remote control, or the blue FetchTV button on the 8320HD universal remote control. Registering your account on your SmartBox will give you access to thousands of hours of movies, music videos and TV, as well as catch-up TV services like BBC iPlayer, Sky Player and remote recording. It will also give you access to the free archive facility that allows you to save recorded TV programmes onto external drives, and with 7000 and 8000 series boxes it will also mean that your warranty is extended to 24 months, free of charge.
When you connect to the FetchTV service for the first time you will be asked for your mobile number. This is the unique number you used when you created your FetchTV account online. If you do not have a mobile, a land line number will work as well.
If you need to check the number that you used you should log in to your FetchTV account at www.fetchtv.co.uk and go to My Fetch to review your account information.

Welcome to FetchTV (Step 1 of 2)
FETCH TV
Welcome to FetchTV!
Before you can access this service, you must register your SmartBox to your FetchTV account.
If you have not yet created a FetchTV account via your PC, please do so now by going to http://secure.fetchtv.co.uk/
Please enter the mobile number you used when you created your account:
(0))
Use the remote control keys 0 to 9 to input text.
Press to erase. Press OK to continue.
LIVE TV

If this page does not appear then check your connection to the router in the diagnostics menu.

Input your mobile phone number, using the remote control number keys, and press OK. You will now be asked to input your FetchTV PIN which you selected when you created your FetchTV account, again using the number keys on your remote control, then press OK. Note that the FetchTV PIN is not the same as the SmartBox parental control PIN (used to block restricted programmes).

You should now be able to access the FetchTV service in full.

You will not normally have to enter your details again but it is a good idea to keep them safe for future reference.

You will only be asked for your FetchTV PIN for payment verification. You should keep it private and secure, and you can change it any time by logging in to your account at www.fetchtv.co.uk.

7. USING FETCHTV

To access FetchTV and other online services your SmartBox must be connected to the internet.

7.1 FINDING A PROGRAMME OR MOVIE ON FETCHTV

FetchTV gives you access to thousands of hours of movies and TV programmes ready for you to download and watch whenever you want. Use the UP and DOWN arrow keys on the remote to browse through the menus and lists and press OK to select.

FETCH TV
FETCH TV
901 : FETCH MOVIES
902 : FETCH TELEVISION
903 : FETCH KIDS AND TEENS
904 : FETCH CONCERTS AND MUSIC
905 : FETCH SPORT AND LEISURE
906 : FETCH DOCUMENTARIES
907 : FETCH HIGH DEFINITION
Chronicles of Narnia: The Lion,
Year: 2005
Cast: Tilda Swinton, James McAvoy, Georgie Henley, Anna Popplewell, William Moseley, Rupert Everett, Ray Winstone, Dawn
Press info for more
LIVE TV

7.2 DOWNLOADING A PROGRAMME OR MOVIE ON FETCHTV

As you scroll through the movies and TV available on FetchTV, when you've found something which you might like to watch you have the option to press the OK button to be taken through to the synopsis page where you can watch a trailer. If you press the PiP button, you can play the trailer in the centre of the screen.

Once you've read the synopsis and made your decision, press OK again when you will be asked for your FetchTV Purchase PIN which you registered during the set up of your on line account. Your credit card or pre-pay will be debited. Your SmartBox will then acquire the digital rights to watch the programme. Once you have purchased a movie or a programme from FetchTV the screen automatically switches to the MY RECORDINGS menu. The progress of the download will be shown on screen, and in the information area at the bottom of the recordings list, it will tell you when the programme can be viewed. If it says 'Ready to Play' you can select it and start watching it immediately by pressing OK.

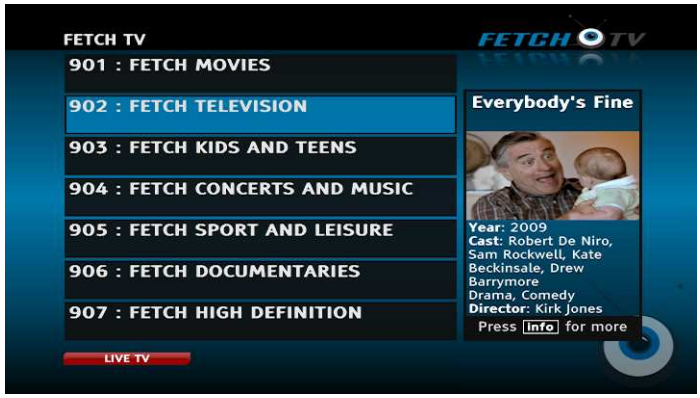
MY RECORDINGS (by date) 6% full
SORT BY EXPIRATION 1 / 3
FetchTV - C... Up In The Air Downloading 0%
Channel 4 HD Melanie and Denise's... Tue 29 Jun 17.27
BBC HD Wimbledon 2010 Tue 29 Jun 17.27
Comedy The Boys Are Back Tue 29 Jun 17.17
ITV1 Midsomer Murders -... Mon 28 Jun 16.35
BBC TWO Wimbledon 2010 Mon 28 Jun 16.30
BBC ONE Homes Under the H... Mon 28 Jun 10.38
Channel 4 The IT Crowd - Jen T... Fri 25 Jun 22.00
FIVE The Mentalist - Blood... Fri 25 Jun 21.00
Ready to play - Downloading 0% (4.3 Mbps)
Duration: 1h49
FetchTV - Comedy: Up In The Air
Expires: Wednesday 7 July 11.38 (in 6 days 23h)
Ryan Bingham is a corporate downsizing expert whose cherished life on the road is threatened just as he is on the cusp of reaching ten million frequent flyer miles and just after he's met the frequent-traveler woman
LIVE TV
DELETE

Please note: FetchTV is not responsible for the quality of your broadband service, this is the responsibility of your broadband provider. Downloading programmes may count towards the

download limit on your account so you should check the terms and conditions of your broadband provider.

7.3 CATCHUP TV SERVICES

To watch catch up TV programmes on your FetchTV SmartBox, like BBC iPlayer, you must be connected to the Internet. You can access these services by selecting FETCHTV from the MENU, then selecting FETCH TELEVISION, then CATCH-UP TV.
Services like BBC iPlayer and other free web services in the catch up TV section are provided by third parties and are outside of the control of FetchTV. If content is not available, or is provided in a quality that you do not find acceptable, then you should contact the broadcaster or content provider directly.


FETCH TV
FETCH TV
901 : FETCH MOVIES
902 : FETCH TELEVISION
903 : FETCH KIDS AND TEENS
904 : FETCH CONCERTS AND MUSIC
905 : FETCH SPORT AND LEISURE
906 : FETCH DOCUMENTARIES
907 : FETCH HIGH DEFINITION
Everybody's Fine
Year: 2009
Cast: Robert De Niro, Sam Rockwell, Kate Beckinsale, Drew Barrymore
Drama, Comedy
Director: Kirk Jones
Press info for more
LIVE TV

BBC iPlayer can be found in the catch-up TV service, or by pressing 222 (B-B-C) on your remote control, and displays the BBC iPlayer interface on your TV, allowing you to navigate through its services using your remote control.

Please note that the BBC iPlayer is a service supplied by the BBC and is not the responsibility of FetchTV. In particular, some programmes may not be available to watch on TV or other devices, even though they can be watched on a PC or Laptop. Please also note that you cannot record BBC iPlayer content on your SmartBox.

7.4 SKY PLAYER

In order to watch TV from Sky delivered over your internet connection on your SmartBox with FetchTV, you will need a free Sky iD and a relevant Sky or Sky Player subscription.

7.4.1 NON SKY TV CUSTOMERS

Visit http://www.fetchTV.co.uk/skyplayer and select the "Register Now" option which will take you through to the Sky website where you can sign up for a free Sky iD. Follow the online prompts to select a subscription package which suits you. Minimum contract is one month.

7.4.2 SKY TV CUSTOMERS

If you are already a Sky customer, you can use your existing Sky iD to log into Sky Player on your SmartBox where you can watch live channels and on demand programmes from channels in line with your current Sky TV package. If you do not already have a Sky iD you can visit Visit http://www.fetchTV.co.uk/skyplayer and register for one for free.

7.4.3 SIGN IN PROCESS

Press the MENU button on your remote control and navigate to the SKY PLAYER option. You can also launch Sky Player by pressing 759 (S-K-Y) on your remote control. Using the number keys on your remote control, enter your user name and password and navigate to the Sign In button and press OK.

Activate Sky Player
4:30pm | Mon 16/08
Sign in with you Sky iD
Already registered for Sky online services? Simply sign in below with your Sky iD.
Use the number buttons on your remote control to enter text and the C button to delete mistakes.
Sky iD
Password
Sign in
Cancel
Forgotten your Sky iD?
Visit tv.skyplayer.com/password to retrieve it.
Don't have a Sky iD?
To get started, just take a few moments to create your Sky iD at www.fetchtv.co.uk/skyplayer
It's free to register and you don't need to be a Sky TV customer.
Find out more
Hide

Using the navigation buttons on the remote control, navigate to either LIVE TV or TV ON DEMAND.

If you select to watch LIVE TV, you can view the programme guide where you can scroll through by time or by channel to see what's on.

Please note: You CANNOT record content from Sky Player on your SmartBox, but you can access many programmes in the on-demand section of Sky Player.

Availability of Sky Player content depends on your device type and subscription. Sky Player terms and conditions apply. See Skyplayer.com for details.

8. DIGITAL TELEVISION

Your FetchTV SmartBox lets you watch TV in a number of different ways:
Watch Digital Freeview Channels on Broadcast TV
Watch programmes you have recorded on your SmartBox Personal Video Recorder
Catch-up with programmes you have missed on BBC iPlayer
Watch a large selection of movies and programmes on FetchTV
Watch videos you have on your PC or USB hard drive.
Access Sky Player, the online TV service from Sky (subscription required)

For the safety of you and your family the SmartBox offers parental control features that can be set up for broadcast TV and FetchTV.

8.1 PARENTAL CONTROLS

8.1.1 SETTING UP PARENTAL CONTROLS

The FetchTV SmartBox allows you to restrict viewing by use of the parental control PIN. To do so
Press the MENU button
Use the remote control to navigate to select PARENTAL LOCK and press OK
Enter the parental PIN code you have selected at installation and press OK, you will then be asked what channels require protection, the level to which you require programme restrictions and whether you require a lock on time-shifted content (the content that is automatically recorded on your hard drive from the broadcast channel you have been watching to allow you to rewind at any time).

Press the BLUE Button to save your settings.

8.1.2 CHANGING THE PARENTAL CONTROLS

To change to a new PIN press blue and then enter your old PIN number first, then new PIN number into both boxes using the Number Input buttons
Press the BLUE Button to save the new PIN
Exit by pressing the RED Button

PARENTAL LOCK
No restricted channel:
Lock / unlock channels and services
Restricted TV programmes:
Change restriction level
Timeshift state:
Lock / unlock Timeshift
WARNING: if you don't configure parental control, locked channels and programmes may be accessible through recorded or through timeshifted programmes.
BACK
CHANGE PIN

Please note that once you have unlocked a television channel by navigating to it and inputting your Parental Control Number, the channel will stay unlocked until you set the SmartBox to standby mode

(press the POWER key). This is not the case for 18+ movies and adult content on FetchTV, which will always require you to input your Parental Control PIN.

8.2 CHANGING CHANNELS

There are five additional ways to change the channel without the need to enter the Electronic Programme Guide (EPG)

(1) Use the P+ and P- buttons
(2) Enter the channel number using the number keys.
(3) Press the LIST button on your remote control, scroll to the required channel using the remote and press OK to select.

(4) Press the INFO button, then use the UP / DOWN arrows to browse what's currently playing on other channels. When you see something you wish to watch, simply press OK.
(5) Press the PiP key then OK to return to the last channel

Open the guide, navigate to the channel you wish to watch and press OK

8.3 FAVOURITE CHANNELS

Your SmartBox gives you the option to select your favourite channels for quick and easy navigation. Press MENU, followed by PREFERENCES, followed by FAVOURITE CHANNELS, then press OK.

This screen provides you with a list of all the channels available on your service and from here you can edit the list to either skip a channel when changing channels. In order to navigate to your favourite channels while watching live TV press the LIST button and then the fast forward (>>) button twice. This will take you to your favourite channels list, once you have selected a channel from this list the P± buttons will only take you to your favourite channels.

8.4 THE ELECTRONIC PROGRAMME GUIDE (EPG)

The Guide allows you to see what's on today and the next 8 days and set programme recordings.

8.4.1 ACCESSING THE EPG

Press the GUIDE button on the remote control or Press the MENU button, use the remote to scroll to the TV Guide option and press OK.

8.4.2 NAVIGATING AROUND THE EPG

Press OK to exit the EPG to view the selected channel
Use the << and >> buttons to jump +/- 24 hours
Press the blue button to go to the programme currently tuned in
Press the yellow button to view as channel listing
Press the P+/P- keys to scroll one full screen at once
Press the 0 or the Guide button to exit the EPG
Press Text button to switch from the current 2-hour programme window to a 30min programme window, a 1-hour programme window or a 4-hour programme window.

8.4.3 PROGRAMME INFORMATION

The EPG gives you basic information about each programme.

Pressing INFO gives you the programme title and full description, as well as showing which programmes have subtitles marked [S]. Pressing INFO again, or OK takes you back to the EPG.

8.5 THE INFO BAR

The info bar provides basic information about the programme you are watching. Pressing INFO while you are watching TV launches the Info bar and displays programme title, channel information and how much of the programme has been broadcast.

To scroll through programme information for different channels use the up and down arrows on the remote.

To scroll through programme information for different times on the same channel use the left and right arrows on the remote.

The INFO bar also provides quick easy access to FetchTV via the Green button, and allows you to turn subtitles on and off using the yellow button while you are watching Live TV.

8.6 SUBTITLES

The Info bar also tells you when the current programme has subtitles. Simply display the bar by pressing INFO. If subtitles are available the option will appear in the yellow lozenge at the bottom of the screen.

Simply press the Yellow button on your remote control with the info bar open to turn subtitles on/off.

8.7 PAUSE & REWIND LIVE TV

8.7.1 PAUSING LIVE TV

Press the Pause/Play Key on your remote control.

An Information bar will temporarily appear and it will tell you how far behind live TV you now are.

8.7.2 RESUMING LIVE TV

Press the Pause / Play key on your remote control.

An Information bar will temporarily appear showing how far behind live TV you now are.

8.7.3 REWINDING LIVE TV

Press the rewind button <<. (Note: The FetchTV SmartBox has multiple rewind speeds. To change the speed of rewind, simply press the rewind button again to cycle through the speeds.)

Once you have reached the required place in your programme, press Play to resume viewing or press the fast forward button >> to fast forward at various speeds.

8.7.4 OTHER PLAYBACK CONTROLS

When watching a downloaded movie or programme, you can use your remote control to perform the following functions:

- skip forward 1 minute: tap the right arrow
- Keep the right arrow pressed until you reached the position you wish to start playing at
- Rewind 1 min: tap the left arrow
- Keep the left arrow pressed until you reached the position you wish to start playing at
- Rewind 30secs: tap the down facing arrow
- Skip forward 30s: tap the up arrow

When you are watching live TV or a TV recording, you can use your remote control to perform the following functions:

- Fast forward an hour: press and hold the right facing arrow
- Rewind an hour: press and hold the left facing arrow
- Rewind 30secs: tap the down facing arrow
- Fast forward 30secs: tap the upwards facing arrow
- Forward skip 1 hour: keep the right arrow pressed
- Rewind 1 hour: keep the left arrow pressed

If you have paused live TV or a recording, you can press the up arrow to playback at half speed (slow motion).

9. RECORDING CAPABILITIES

9.1 RECORDING A LIVE PROGRAMME

If you want to record the programme you are currently watching, press the REC button on the remote. A window will appear on the screen.

If you press the red button, recording will continue until you stop it (by pressing REC again), or until 3 hours have passed.

If you press the green button the current programme will be recorded from the current point (the part of the programme until the current point will not be recorded; if you wish to record from the beginning, you can rewind and then press the REC button). The programme will be recorded until it ends.

Pressing the RED Button

Pressing the GREEN Button

9.2 SETTING A RECORDING

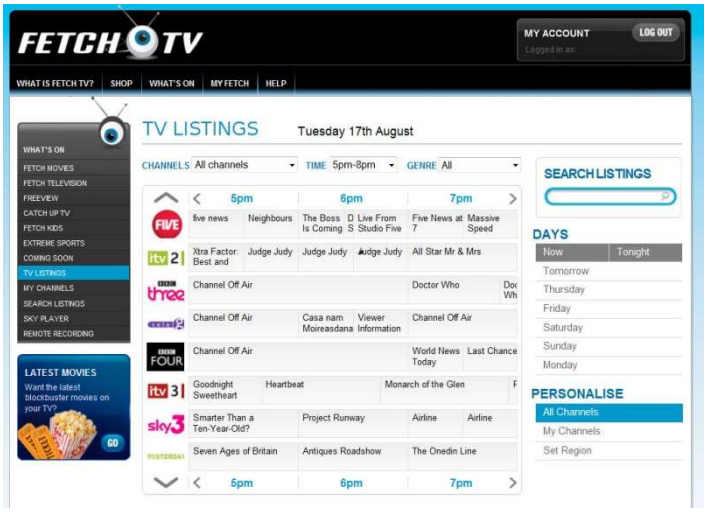
9.3.1 From the EPG
Access the EPG by pressing GUIDE on the remote control
Using the remote control, select the programme you wish to record
Press the Red Button to record the programme
A red dot will appear next to the programme name to confirm the record function

9.3.2 Manually
You can manually set recordings from the Recording Timers screen, Press MENU, then select RECORDING TIMERS, next you should press the BLUE button.

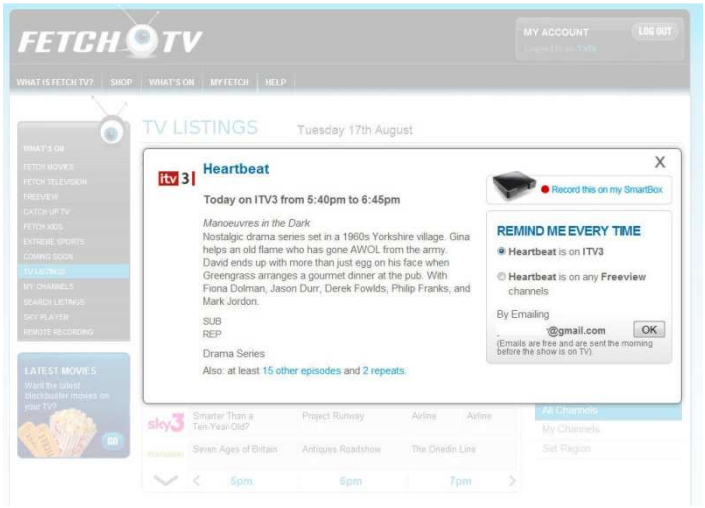
Then manually adjust the recording timer info, and press the BLUE button again to save your recording.

9.3 REMOTE RECORDING

You can now find out what's on Freeview over the next 7 days and set your SmartBox to record, from anywhere in the world.
Visit www.fetchTV.co.uk and sign in to your FetchTV account. Go to http://www.fetchTV.co.uk/my-fetch/TV-listings.html and look for the programme which you'd like your SmartBox to record.



Click on the programme for the synopsis, and the option to set email reminders when the show is on, or to "Record this on my SmartBox".


FETCH TV
TV LISTINGS
Tuesday 17th August
Heartbeat
Today on ITV3 from 5:40pm to 6:45pm
Manoeuvres in the Dark
Nostalgic drama series set in a 1960s Yorkshire village. Gina helps an old flame who has gone AWOL from the army. David ends up with more than just egg on his face when Greengrass arranges a gourmet dinner at the pub. With Fiona Dolman, Jason Durr, Derek Fowlds, Philip Franks, and Mark Jordon.
SUB
REP
Drama Series
Also: at least 15 other episodes and 2 repeats
Record this on my SmartBox
REMIND ME EVERY TIME
Heartbeat is on ITV3
Heartbeat is on any Freeview channels
By Emailing
@gmail.com
OK
(Emails are free and are sent the morning before the show is on TV).

Select "Record this on my SmartBox" and your SmartBox will be set to record the selected programme. When the SmartBox is in standby, it will check for new recordings every 5 minutes. When the SmartBox is in Low Power mode, it will check for new recordings daily. By default, if the SmartBox is left in standby for over 10 minutes it will power down to low power mode. Disabling the "Energy savings delay" in the Display preferences menu will prevent this.

9.4 SERIES LINKING

Once you have set a programme to record that is part of a series, the red button at the bottom of the screen will change to 'Link Series' and you can press red again to record the whole series. The red dot next to your selected programme will then change to a double dot.

9.5 MODIFYING SCHEDULED RECORDINGS

Once you have set a programme to record you can manually change it in one of two ways:

9.5.1 MODIFYING A SCHEDULED RECORDING FROM THE EPG

Use the remote control to select the programme you have set to record and press the RED button, You may need to press it twice if it offers a Series Link option. This will bring up the Modify Recorder Timing Screen and you can use the remote control to alter your settings.

9.5.2 MODIFYING A SCHEDULED RECORDING FROM THE MENU

Alternatively you can Press the MENU button and select RECORDING TIMERS, this will show you all the recordings you have set up on your SmartBox.

Simply select the timer you wish to edit and press OK. This will bring up the Modify Recorder Timing Screen and you can use the navigation keys and OK button to alter your settings.

Press the Blue button to save your new settings.

When you have finished, press the RED button to EXIT.

9.6 DELETING A SCHEDULED RECORDING TIMER

Once you have set a programme to record you can manually delete it one of two ways:

9.6.1 DELETING A SCHEDULED RECORDING TIMER FROM THE EPG

Use the navigation keys to select the programme you have set to record and press the RED button, You may need to press it twice if it offers a Series Link option. This will bring up the Modify Recorder Timing Screen and you should press the GREEN button to delete your scheduled recording.

Alternatively, you can delete a scheduled recording by finding it on the EPG and pressing the STOP button. The red record symbol will then disappear and the corresponding recording timer will be deleted.

9.6.2 DELETING A SCHEDULED RECORDING TIMER FROM THE MENU

Alternatively you can Press the MENU button and select RECORDING TIMERS, this will show you all the recordings you have set up on your SmartBox. Simply select the timer you wish to delete and press the GREEN button.

When you have finished, press the RED button to EXIT

9.7 RECORDING ONE CHANNEL AND WATCHING ANOTHER

The SmartBox 8000 and 8320HD come with twin tuners, which means you can record one channel and watch another. You may set the recording in any manner shown above. Then, to watch a different channel, simply choose the channel you want as usual.

9.8 RECORDING TWO CHANNELS AT THE SAME TIME

The SmartBox 8000 and SmartBox 8320HD's twin tuners mean that you can record two channels at the same time. Simply follow the recording procedures shown above for each programme.

Hint! : If you want to watch a different programme to the two you are recording, then you should use the tuner in your TV to watch the live programme, while your SmartBox records the other channels.

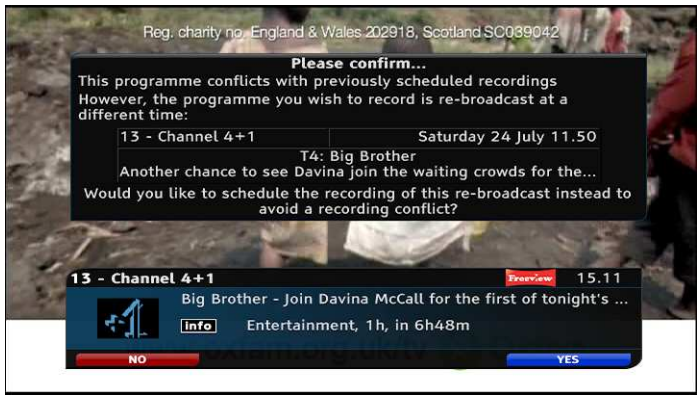
In addition to recording the two shows, you are able to download on demand content from FetchTV, or playback previously recorded or downloaded content.

Note: *the SmartBox 7000 can record up to 40 hours of standard definition programmes, the SmartBox 8000 can record approximately 80 hours of standard definition programmes and the SmartBox 8320HD can record up to 40 hours of high definition programmes or 160 hours of high definition programmes. Once full, the FetchTV SmartBox will be unable to record further programmes until space has been made available by deleting old recordings or exporting them to a USB drive or to your PC.*
As the SmartBox 8000 and 8320HD have two USB ports and the SmartBox 7000 has one USB port, one on the front and one on the back, you might like to connect a large permanent drive to the rear port, and use the front USB port for temporary USB drives. (see below for details of exporting archive recordings).

9.9 RECORDING CONFLICT AND CONFLICT RESOLUTION

You cannot record 3 channels at the same time on twin tuner SmartBoxes. However, if you have two recordings set and try to set a third recording for the same time your SmartBox will flag this and

search through the database over the next 7 days to offer you an alternative opportunity to record one of the programmes.


Reg. charity no. England & Wales 202918, Scotland SC039042
Please confirm...
This programme conflicts with previously scheduled recordings
However, the programme you wish to record is re-broadcast at a different time:
13 - Channel 4+1
Saturday 24 July 11.50
T4: Big Brother
Another chance to see Davina join the waiting crowds for the...
Would you like to schedule the recording of this re-broadcast instead to avoid a recording conflict?
13 - Channel 4+1
15.11
Big Brother - Join Davina McCall for the first of tonight's ...
info
Entertainment, 1h, in 6h48m
NO
YES

You can select this alternate instance by pressing blue on your remote control, this will leave the two recordings you have already set, unchanged, and automatically set the alternate instance to record. Please note, the SmartBox will only do this for programmes that are rebroadcast in the next 7 days. If the third programme you have selected is not rebroadcast in the next 7 days, you will be asked if you want to stop one of the currently recording programme in order to record the new one.

This will happen if you try to set two recordings at the same time on a 7000 series SmartBox.

9.10 PLAYBACK OF RECORDED TV PROGRAMMES

Press the MENU button on the remote control
Using the remote control, scroll to MY RECORDINGS and press OK
You will now see a list of recorded programmes
Navigate to the required programme and press "OK" to view

Hint: You can view a recorded programme while recording another programme or even two other programmes.

The red dot means the programme is still recording
The stars mean that the recording has not yet been watched.

9.11 DELETE STORED RECORDINGS

Press the MENU button on the remote control
Using the navigation keys, scroll to MY RECORDINGS
Press OK – you will now see a list of recorded programmes
Navigate to the required programme and press the Yellow Button to delete
Press the Blue button to confirm
Press Red to exit to live TV

9.12 EXPORT STORED RECORDINGS

Unlike most other Digital TV Recorders, with FetchTV, you can export Freeview recordings from the hard drive of your FetchTV SmartBox to external storage/hard drive/USB key. This means that you need never run out of recording space, or have to delete something you want to keep.

The 8000 and 8320HD SmartBoxes have one USB port at the front of the box and one at the rear. We recommend using the rear port for more permanent storage. The 7000 series boxes have one USB port on the left hand side of the box.

Press the MENU button on the remote control
Using the navigation keys, scroll to MY RECORDINGS
Press OK – you will now see a list of recorded programmes
Navigate to the required programme and press the BLUE button to export your content.*
Note: you can only export recorded programmes, not downloaded movies or programmes from FetchTV. Please also note that HD recordings are protected by the broadcasters, and while they can be exported in order to archive them on another device, they can only be played back on the same SmartBox.

NOTE: The FetchTV SmartBox is a personal recording device and programmes recorded on it are only for your personal use. Retransmission, duplicating or sharing of content is a breach of copyright and is illegal.
Current licensing for HD content means that HD broadcast TV can be exported and stored on an external hard drive or device, but can only be played back on the SmartBox on which it was recordered.

Hint: Make sure that there is enough space on your target device before exporting a programme.

9.13 DIGITAL RECORDER MANAGEMENT

To manage the hard disk of your FetchTV SmartBox, press MENU > DIAGNOSTICS > DIGITAL RECORDER. You will see an information screen showing the usage of your hard disk. You can delete time-shifted files by pressing the green button (these are the files stored for rewinding live TV) or erase everything on the disk, including your recordings, by pressing the yellow button.

LIVE
Luton Airport
Press
DIGITAL RECORDER MANAGEMENT
Digital Recorder:
Enabled
Disk status (local)
Disk capacity 159.9 GB (100.0%)
Existing recordings 3.7 GB (2.3%)
Timeshifting (discardable) 48.4 GB (30.3%)
Free space 107.5 GB (67.3%)
Downloaded files 0 Bytes (0.0%)
Other files (SmartBox) 253.3 MB (0.2%)
Recordings and timers status
Duration of existing recordings 2133149h46
7-day programmed recordings 5h35
Note: System files (for timeshift) are automatically discared as necessary and don't waste space on the disk
BACK
DELETE TIMESHIFT
ERASE DISK

Please note: you do not need to delete the timeshift files as the SmartBox automatically discards the oldest timeshift programmes to make space for live programmes. Your recordings are NOT affected by this and will always be preserved until you delete them yourself.
If you wish to use the DELETE TIMESHIFT option, please note that it is not instantaneous. The timeshift (green) buffer will be gradually deleted over the next hour or so, depending on the disk size. Press MENU to exit this dialogue box.

10. MEDIA CENTRE

10.1 NETWORK YOUR PC

The FetchTV SmartBox will recognise and play compatible media stored on your home network

Please note that some files that you have downloaded to your computer, may have digital rights controls that do not allow you to play them back on another device.

The box will detect the shared Windows Media Player content. So, to read your files with the bow you will need Windows Media Player version 11 or higher. You can download it on http://www.microsoft.com/windows/windowsmedia/download.

Open Windows Media Player, Click on "Library" on the top of the window. Then right click on "Library" on the left side of the window and on "Media Sharing". The following pop up will appear :

Media Sharing
Find and share music, pictures, and video on your network
Learn about sharing Online
Sharing settings
Find media that others are sharing
Share my media
Your network (Network 5) is a private network. Devices that you allow can find your shared media.
Networking...
How does sharing change firewall settings?
OK
Cancel

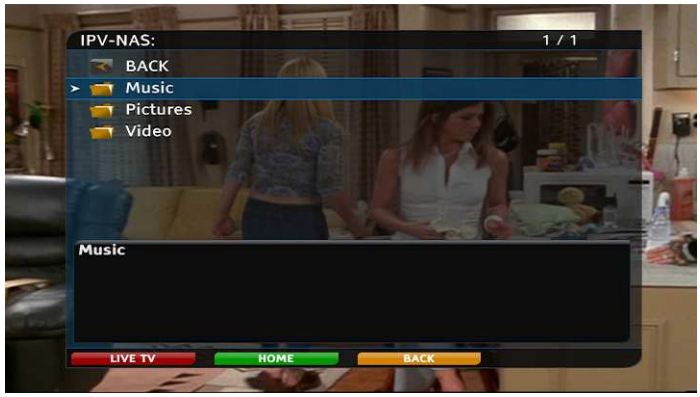
Check the same options as on the picture and click OK. The box will probably be identified as "Unknown Device". Select it and then click on "Allow" and press OK.

Finally you just have to add the files you want to share by dragging them to the specified area of the window (on the right side) and saving the new playlist you have just created.

Your computer is now configured.

Note: you may also use other third-party "UPnP Media Server" software that is available for PCs (Windows or Linux) and Macs, such as TVersity or EyeConnect.
After you have configured the computer(s) on your network, you can access the shared media with your SmartBox, by following these steps:

Press the MENU button on your remote control
Using the navigation keys, select MEDIA CENTRE from the menu and press OK
Navigate and select the required media folder from the list



Please note that the presentation of content (folder structure) is provided by your media server (e.g., Windows Media Player). In addition, your media server may not display all your media files (the media files that it doesn't understand). In particular Windows Media Player will not display exported recordings from the SmartBox because they are not in a format that Windows recognises.
Hint: Media stored on compatible storage devices which are connected to FetchTV SmartBox USB socket can be accessed in the same manner

10.2 AUTO DISCOVERY

Your FetchTV SmartBox is smart enough to find other compatible devices on the network, using auto discovery. Any compatible devices found on your home network will appear in the Media Centre .

10.2.1 SUPPORTED FILE TYPES WHILE USING WINDOWS MEDIA PLAYER THROUGH THE NETWORK:

You will be able to play the following unprotected (DRM-free) files on your SmartBox

Music: MP3, FLAC, Wav and WMA

Video: WMV, MPEG, MOV and AVI files

Pictures: JPEG, GIF, PNG and TIFF

10.2.2 SUPPORTED FILE TYPES WHILE USING A USB STORAGE DEVICE WITH YOUR SMARTBOX

Provided you have the digital rights, you will be able to play:

- Music: MP3, Flac, Wav and WMA
- Video: MPEG (including MPEG-TS), MOV, WMV and AVIfiles
- Pictures: JPEG, GIF, PNG and TIFF

Note: These are just some of the most commonly used formats, many others may also work with your SmartBox

10.3 USB PORT

You can connect supported external storage devices to the USB port of your FetchTV SmartBox. To be compatible they will need to be in FAT 32 format. This includes certain USB storage device/USB storage devices, portable hard drives and some MP3 players and digital cameras.

11. USING ADVANCED SETTINGS

11.1 DISPLAY MANAGEMENT

To access the display management interface, select MENU > PREFERENCES > DISPLAY.
You can now set the following variables:

11.1.1 MANAGE THE INFO BAR

Infobar timeout: normal, short, long or no display

This is how long before the info bar disappears from the screen.

11.1.2 FETCHTV SCREENSAVER

Screensaver timeout: disabled, 5, 10 , 15 or 30 mins

This is to protect your screen from Burn-in

11.1.3 TV GUIDE LAYOUT

TV Guide layout: large grid, small grid, now & next

This allows you to change the appearance of the EPG from when you go to the TV GUIDE

Once you have finished editing your display preferences you should press the BLUE button to save the changes you have made.

12. SOLVING PROBLEMS

12.1 ON SCREEN MESSAGES

If one of the following messages appears on your TV screen, make a note of the number that appears with the message (for example, F01). If you need to call Customer Support for assistance, please have the error number handy so they can help you as quickly as possible.

Problem	Suggested Solution
The server is temporarily unavailable, please try later.	There is a problem with the service, which will be resolved shortly.
Rights licence cannot be acquired.	There is a problem with the service, which will be resolved shortly.
Your account PIN number is not recognised.	Please check your PIN and try again. If the problem persists, log in to your FetchTV account on the internet and change your PIN.
You have insufficient funds in your account.	Please check the account you have linked to your FetchTV account at www.fetchTV.co.uk and ensure that it has sufficient funds

12.2 TROUBLESHOOTING

For support please call: 08450 347 348 or post a helpdesk ticket at [www.fetchTV.net/helpdesk](), or visit [www.fetchTV.co.uk]() and click on support

Problem	Possible Cause	Suggested Solution
The SmartBox doesn't seem to be working, and there are no lights on the front panel	The digital set-top unit is not receiving any power.	Make sure that the power adapter is properly plugged in. Check that the power point has power (try plugging in a lamp).
The SmartBox doesn't seem to be working, and the front-panel standby light is on?	The SmartBox is not correctly connected to your TV, or your TV is not correctly set up.	Check that all the connections are properly made.* Check that your TV is plugged into the power supply and that it is switched on.
	Your TV is not set to the correct AV input.	Try selecting the appropriate AV input on your TV.
The SmartBox remote isn't working.	Something is between the remote and the SmartBox	Make sure you point the SmartBox remote directly at the SmartBox and that nothing is between it and the SmartBox. The LED on the SmartBox unit's front panel should flash each time you press a FetchTV remote button.
	The batteries are flat or inserted the wrong way round.	Check the batteries and replace them if necessary.
You have forgotten your PIN code	There are two PIN codes for your FetchTV service. One is for your FetchTV account and purchasing content from the FetchTV service. One is your SmartBox parental control PIN, required to change Parental Control settings and view restricted programmes.	Make sure you are using the correct PIN. If it is still not working, contact Customer Support on 08450 347 348 for advice, specifying which PIN is not working.

I can see my PC from my SmartBox but I cannot access any files	It is likely that you have not enabled file sharing on your PC (in Windows Media Player) to allow the FetchTV SmartBox to access them	Open Windows Media Player and select "Library", then right click on “library” on the left side of the window and on "Media Sharing" and set the preferences to allow media sharing.
I cannot access FetchTV from the menu	It is possible that you SmartBox is not correctly connected to your broadband router	Please make sure that you have a network connection. Press MENU>DIAGNOSTICS> SMARTBOX INFO. Next to 'Local Network' you should have the IP address (like 192.168.1.2 for example) of the SmartBox on your local network Next to 'Internet' it should say: OK (connected) If it does not, please check your connections from your FetchTV SmartBox to your router, including any connection devices such as powerline adaptors or Wi-Fi bridge. Please make sure that your router is configured for DHCP (see your router user manual) If you are still experiencing problems connecting: Turn off your router/modem and leave for 1 minute Switch on your router/modem, waiting until all lights are lit Power the SmartBox off, wait 20 seconds and power back on Re-attempt access to FetchTV
I can get to FetchTV, but when I select a programme to download nothing happens.	It is possible that you are not connected to the Internet.	Please make sure that you have a network connection. See above
	There may be a temporary network problem.	Please restart your FetchTV SmartBox and your router and try again later. If the problem persists we will need to analyse it for you.